



LEARN MORE AT
energystar.gov

ENERGY STAR®, a U.S. Environmental Protection Agency program, helps us all save money and protect our environment through energy efficient products and practices. For more information, visit www.energystar.gov

Annual Report

SPONSOR INFORMATION

Date	December 15, 2010
Name of Sponsor	Pepco Holdings, Inc.
Location	Maryland

CONTRACTOR RECRUITMENT AND TRAINING ACTIVITIES

The PHI programs include 2 territories corresponding to 2 electric utility coverage territories, Pepco and Delmarva Power. In each of these territories there is an income eligible program and a market program with participating independent contractors. The programs launched 4/1/2010. Over the next 9 months a total of 24 HPwES market contractors and 7 Income Eligible contractors were recruited. All of the 7 income eligible contractors were also participants in the market HPwES programs, so there were a total of 24 contractors recruited. One contractor was recruited and subsequently left the program and is not included in the 24. Reporting of assessments and completed installs to the program began in August 2010 after the rebate processing system was brought on-line.

The following training activities were held:

May 7, 2010 – HPwES Beacon home energy modeling software training – webinar format – 15 attendees

July 22, 2010 – HPwES Procedures and Beacon Training – physical meeting format – 64 attendees (48 attended Beacon Portion of training)

October 12, 2010 – HPwES Procedures and Web Portal Training – webinar format - 22 contractors

There was an income eligible contractor training in June, 2010 – physical meeting format - to train contractors in procedures.

As of December 15, 2010 the market program had paid incentives to 13 of the 24 contractors for 369 assessments and incentives to 13 customers receiving completed installations from 4 of the 24 contractors. The income eligible program provided completed installations to 54 customers.

QUALITY ASSURANCE ACTIVITIES

For the market HPwES programs a total of 6 QA's were completed during 2010, including 5 field QA visits and 1 Phone QA for the HPwES Market program. This represents 46% of installations having a QA.

For the income eligible program, a total of 70 QA's were completed during 2010 including Assessment QAs both after and during Assessments by contractors, and Installation QAs both after and during contractor installations. This high QA rate was used to educate contractors on the income eligible requirements and insure quality.

MARKETING PRACTICES

PHI conducted a general awareness campaign in 2010 including maintaining a website with program information, bill inserts, radio advertising, and printed fact sheets distributed at shows and events.

The Maryland Energy Administration upgraded the Maryland HPwES website to point to the PHI websites in the 4th quarter of 2010.

MAJOR PROGRAM MODIFICATIONS TO CURRENT OR FUTURE PLANS

A contractor forum will be held in first quarter 2010 to discuss program improvements to streamline contractor submissions and increase program participation.